

Kentucky Health Benefit Exchange



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CHFS Staff PureCloud Quick Reference Guide



This quick reference guide is for Cabinet for Health and Family Services staff members who are onboarding to process Presumptive Eligibility applications by phone using the PureCloud call system.

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PureCloud Overview

PureCloud also known as Beyond Genesys is the web-based system used by CHFS staff as they receive and process Presumptive Eligibility applications by phone. This quick reference guide provides a basic overview of the PureCloud system and should be referenced along with the PureCloud online training.

Activating the PureCloud Account

The Kentucky Health Benefit Exchange is collaborating with the Department for Medicaid Services and the Office of Application and Technology Services to activate CHFS Staff PureCloud Accounts. Follow the Steps below to activate:

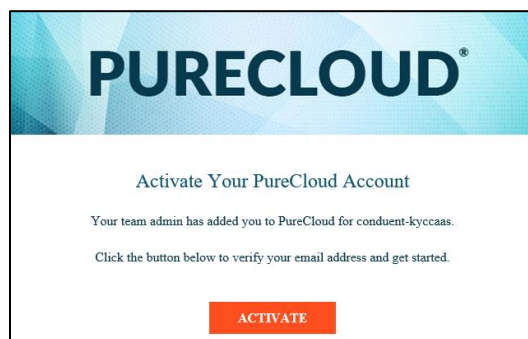
Steps Activating the PureCloud Account

1. Complete the PureCloud Excel Template sent by KHBE by including the following information. The work number is not the number that will receive Presumptive Eligibility phone calls.
 - Name
 - Email
 - Work Phone Number

name	email	phone_work

PureCloud Excel Template

2. Send the completed PureCloud Excel Template to OATS by emailing it to Jeremy Rogers (Jeremy.Rogers@ky.gov)
3. Receive an activation email from no-reply@mypurecloud.com



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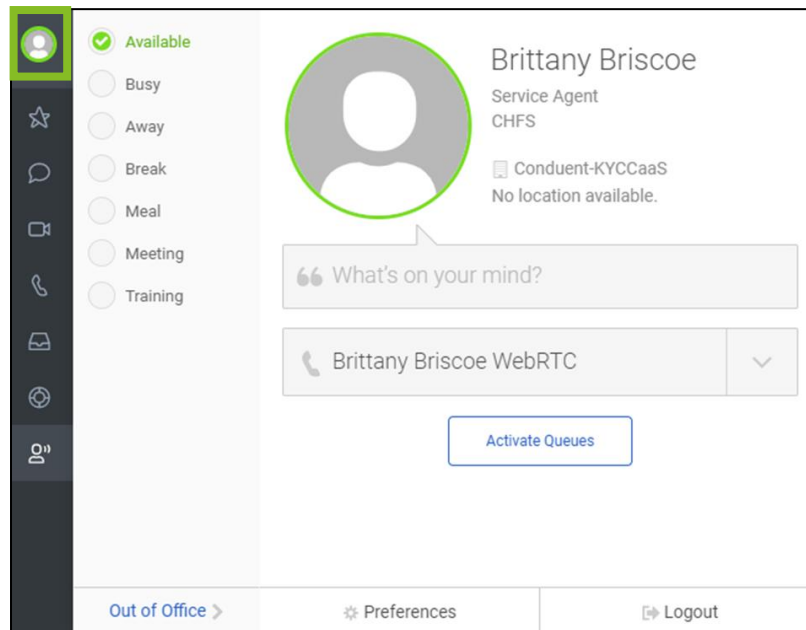
4. Click the **"Activate"** button in the activation email



Use Google Chrome to activate the PureCloud Account. PureCloud is not compatible with other web browsers. Google Chrome can be downloaded from CHFS Staff's state computer's Software Center.

5. Connect the headset by clicking on the profile in the top left side pane

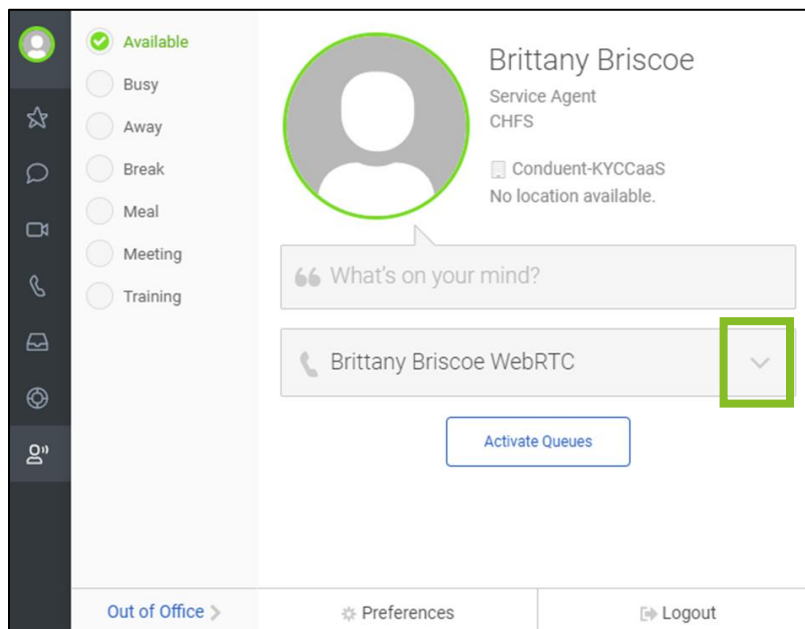
Please Note: A CHFS issued headset is not required to take phone calls. Any type of headset compatible with the computer may be used



6. Click the drop-down and type the CHFS Staff member's name

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7. Select the “[CHFS Staff Name] WebRTC”



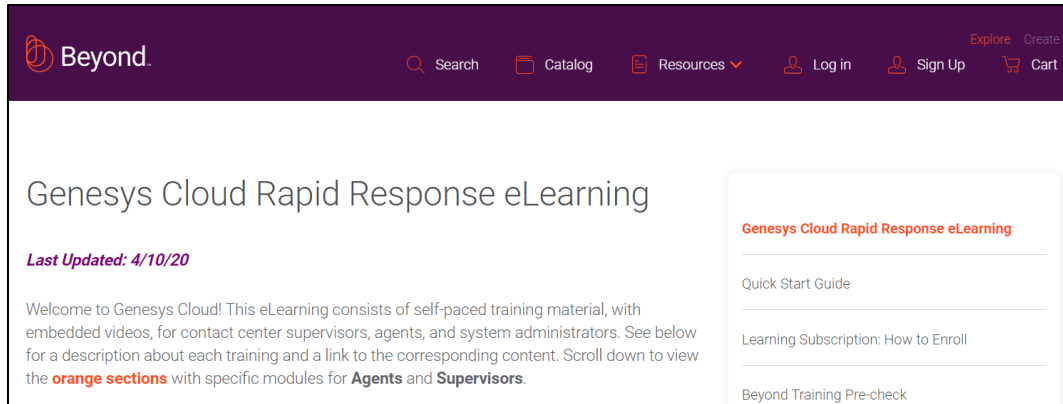
PureCloud Training

After activating their PureCloud account, CHFS Staff should complete the PureCloud Training through the PureCloud website. There are two short PureCloud Trainings CHFS staff should complete: “The Basics” and “Interactions”. These trainings provide CHFS Staff an overview of PureCloud and receiving phone calls. Follow the steps below to complete PureCloud Training.

Steps to Complete PureCloud Training

1. Visit the PureCloud Training Website → <https://beyond.genesys.com/explore/training-support/genesys-cloud-rapid-response-elearning>

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2. Scroll down and click **"Start Course"** below the "Introduction to Genesys Cloud for Agents – The Basics" to start the basic PureCloud training

Introduction to Genesys Cloud for Agents

The Basics

Description: As an agent, Genesys Cloud makes taking interactions easy and intuitive. In this course, we'll cover everything an agent needs to know to be successful. The Basics module dives into things like logging in and setting up a phone, basic navigation of the interface, managing presence and status, and queue availability.

Duration: About 15 minutes

Audience: Contact Center Agents

Start Course

3. Complete the "Introduction to Genesys Cloud for Agents – The Basics" training
4. Scroll down and click **"Start a Course"** below the "Interactions" training to start the Interactions training

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Interactions

Added: 3/30/20

Description: Once you have a basic understanding of the Genesys Cloud interface, you'll want to make sure that you understand how to reliably handle interactions. This course demonstrates how to perform daily agent tasks, such as go on queue, handle calls, email and chat, and properly end your work day. This course covers the following topics:

- Answer an incoming call
- Using scripts in voice
- Mute and hold calls
- Secure pause
- Transfer calls
- Email and chat
- After-call work
- Finishing the day

Duration: About 15 minutes

Audience: Contact Center Agents

[Start Course](#)

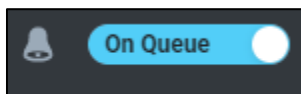
5. Complete the "Interactions" training

Receiving Presumptive Eligibility Phone Calls

After the phone line is activated and the headset is attached to the computer, CHFS Staff can begin to receive phone calls from Kentuckians applying for Presumptive Eligibility. Please note, a CHFS issued headset is not required to take phone calls. Any type of headset compatible with the computer may be used.

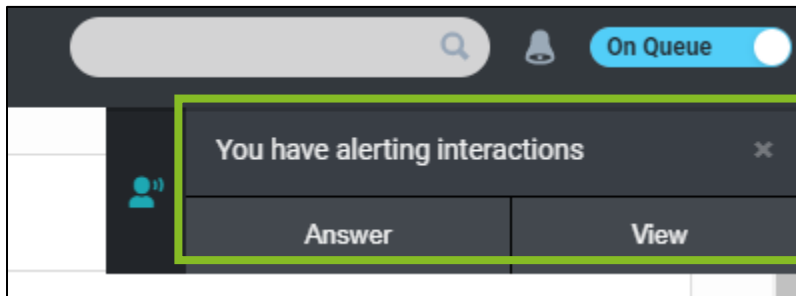
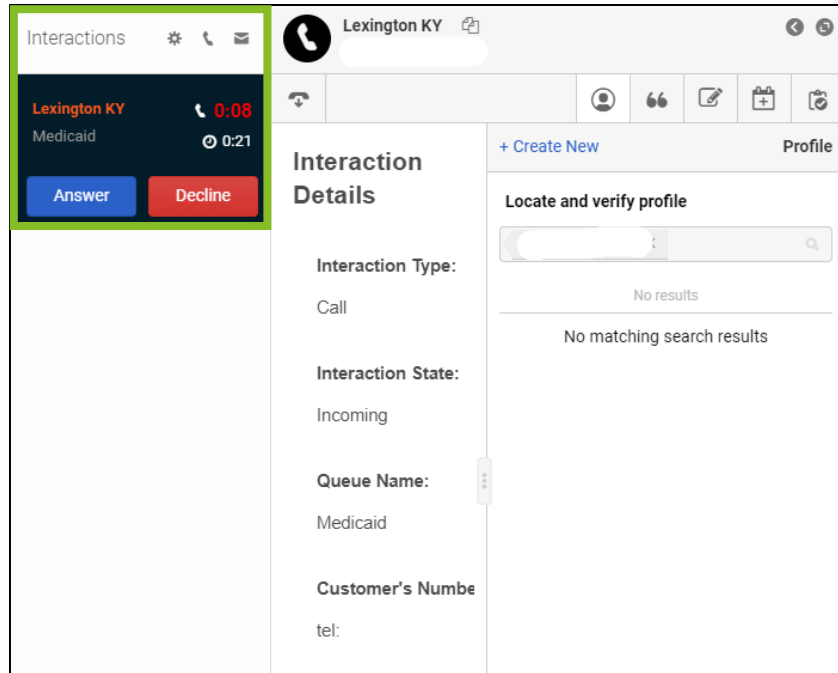
Steps to Receiving Presumptive Eligibility

6. Navigate to the top right of the PureCloud home screen and change the status to **"On Queue"**, this must be active to receive incoming calls

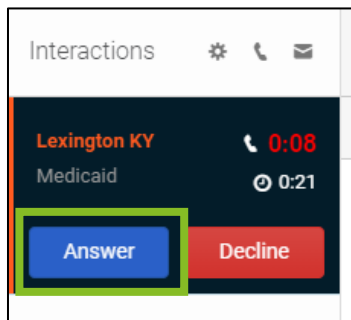


7. Calls will begin to appear under the **"Interactions"** on the left-hand pane and alerts will appear in the top right

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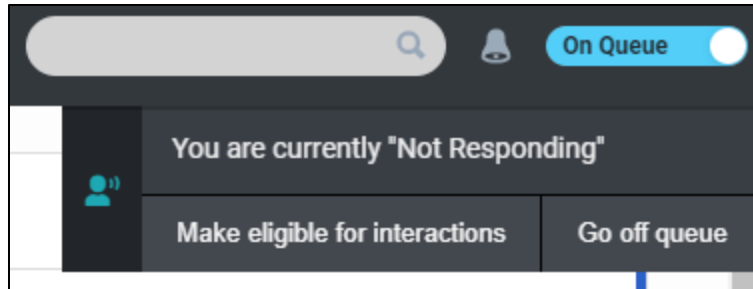


8. Click **"Answer"** from either the either the **Interactions** pane or the alert.

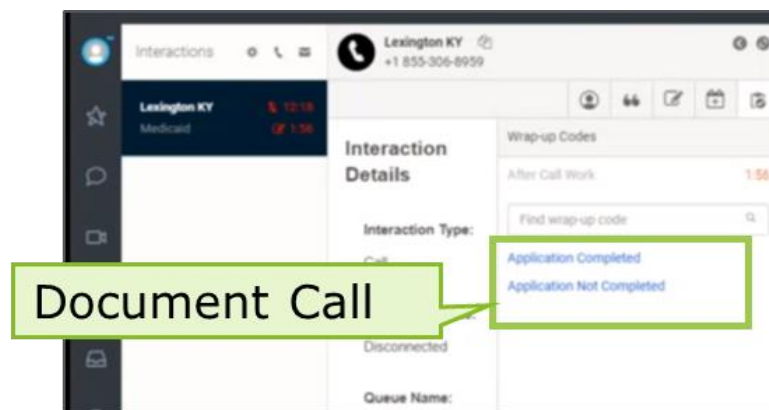


9. Not answering a phone call will place CHFS Staff in a **"Not Responding"** state

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10. Click **"Make Eligible for interactions"** to begin receiving calls
11. Document after the call whether the phone had an **"Application Completed"** or **"Application Not Completed"** and include the PE Application # in the phone call notes



12. Click **"On Queue"** again to go **"Off Queue"** to stop receiving phone calls



Presumptive Eligibility Call Script

KHBE has collaborated with the Office of Application Technology Services to put together a script for CHFS Staff to follow when answering Presumptive Eligibility Phone calls. This script also includes reasons for Presumptive Eligibility denials and additional phone numbers CHFS Staff can direct Kentuckians.

Presumptive Eligibility Call Script

Greeting:

Thank you for calling the Cabinet for Health and Family Services! My name is _____. May please I have your first and last name?

Next Steps:

Mr. / Mrs. _____, are you calling to apply for COVID-19 Special Healthcare Coverage?

If Yes:

Proceed with the call to enter the Presumptive Eligibility application using the Self-Service Portal

Eligible

- Confirmation Card Mailed to Address on File
- Give MAID Number to Caller

Not Eligible

- Some reasons include:
- Already Applied for Full Medicaid Benefits
- Already Receiving Benefits
- Not a Kentucky Resident
- Refer caller to 855.459.6328

If No:

See the additional resources

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Closing

Thank you for calling the Cabinet for Health and Family Services.
Again, my name is _____. Remember to stay healthy at home.
Goodbye.

Additional Resources

Already A Medicaid Member?

- Call DMS
855.459.6328

Applying for SNAP, KTAP, Child Care?

- Call DCBS
855.306.8959

Medicaid Provider?

- Call DMS Support Professionals Line
855.326.4650

Helpdesk Support

User Type	Type of Problem	Who to contact
Assisters	Pure Cloud Application Issues	Call Support professional line at 855-326-4650
Assisters	Benefind Presumptive Eligibility Application Issues	Call Support professional line at 855-326-4650
State Users	Pure Cloud Application Issues	E-mail Conduent Helpdesk at KYHBE.Support@conduent.com
State Users	Benefind Presumptive Eligibility Application Issues	E-mail ESMB Helpdesk at CHFSESMBHelpDesk@ky.gov

PureCloud Error Escalation

KHBE has collaborated with OATS and COT to develop an escalation path for CHFS Staff who face errors while processing Presumptive Eligibility applications. CHFS Staff should follow the steps below when faced with an error.

Steps to Escalate a System Error

1. Enter the individual's information in the Presumptive Eligibility application
2. Enter in the Pure Cloud phone call notes the following pieces of information:
 - Indicate there was an **"ERROR"** with the case
 - Individual's name
 - PE Application or Case Number
3. Proceed to the next phone call
4. KHBE pulls the call notes each day to follow up on system errors

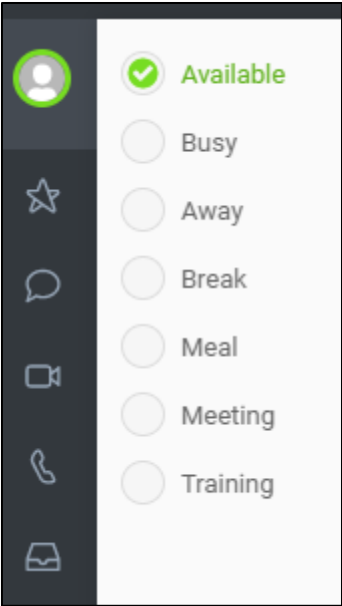
PureCloud Home Screen

The PureCloud Home Screen has various useful features such as Status Changes, Call Tab, and Chat features. Below is a description of each of those features.

Status Changes

CHFS Staff can shift their status depending on their work status similar to Microsoft's Skype. CHFS Staff can change their status to alert other workers of the status. Selecting any status besides **"Available"** will take CHFS Staff off the queue. Selecting **"Available"** will not put CHFS staff back in the queue to take calls. They would still need to select **"On Queue"**.

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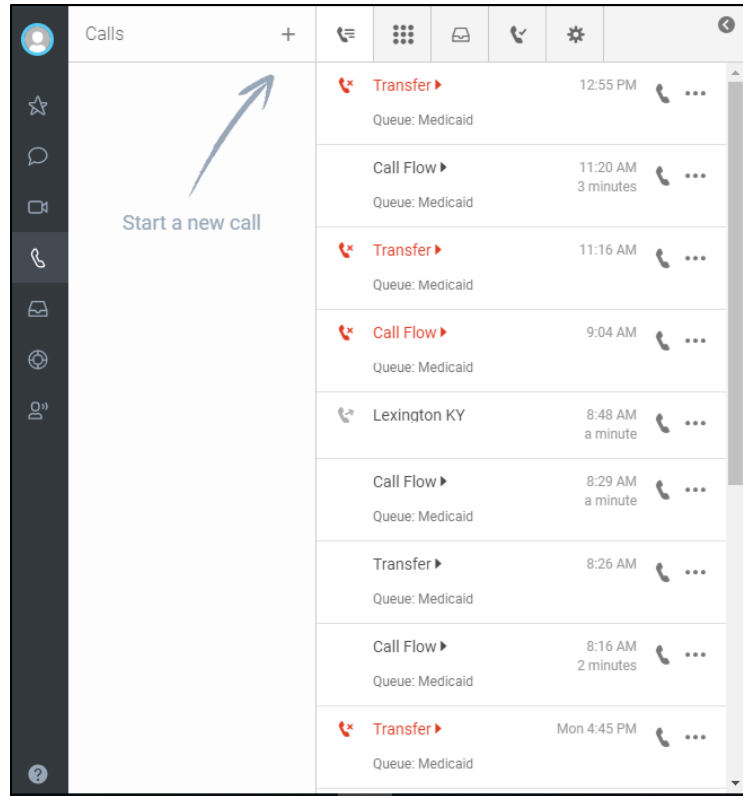


Call Tab

The call tab allows CHFS staff to manage their calls including call history, voicemails, phone details, placing new calls, and phone settings.

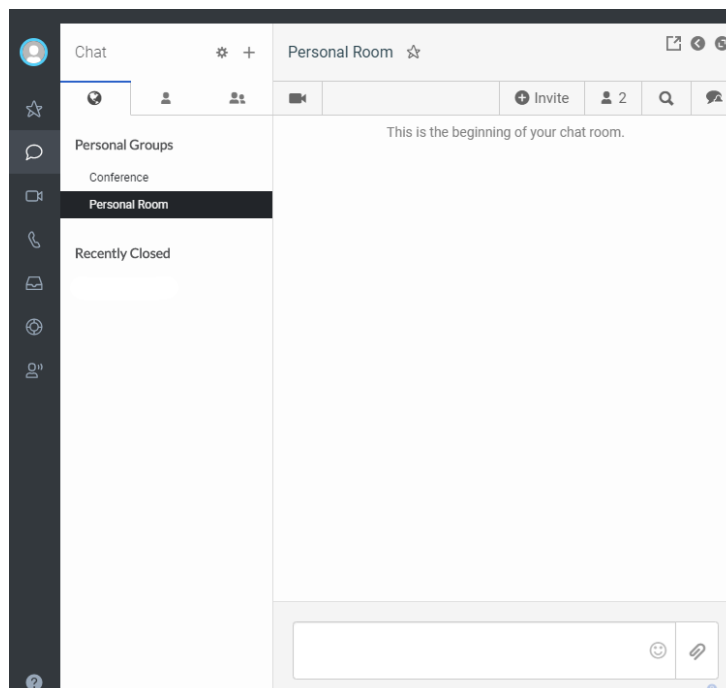


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Chat

The chat feature allows CHFS Staff to talk with other CHFS Staff. The chat feature includes active chats and chat history. It is best practice to avoid discussing personal topics in the Chat feature.

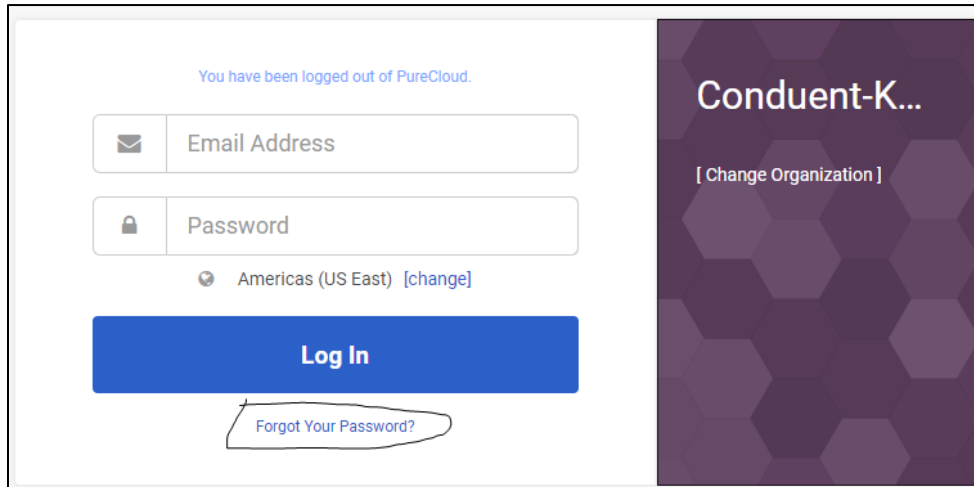


Resetting PureCloud Password

Follow these steps to reset a PureCloud password.

Steps to Resetting a PureCloud Password

1. Navigate to the PureCloud main login page



You have been logged out of PureCloud.

Email Address

Password

Americas (US East) [change]

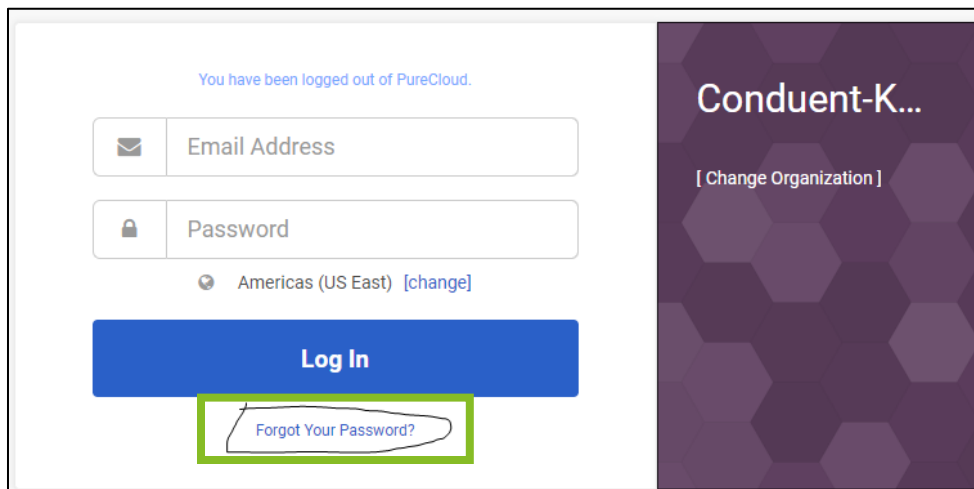
Log In

Forgot Your Password?

Conduent-K...

[Change Organization]

2. Click **"Forgot Your Password?"**



You have been logged out of PureCloud.

Email Address

Password

Americas (US East) [change]

Log In

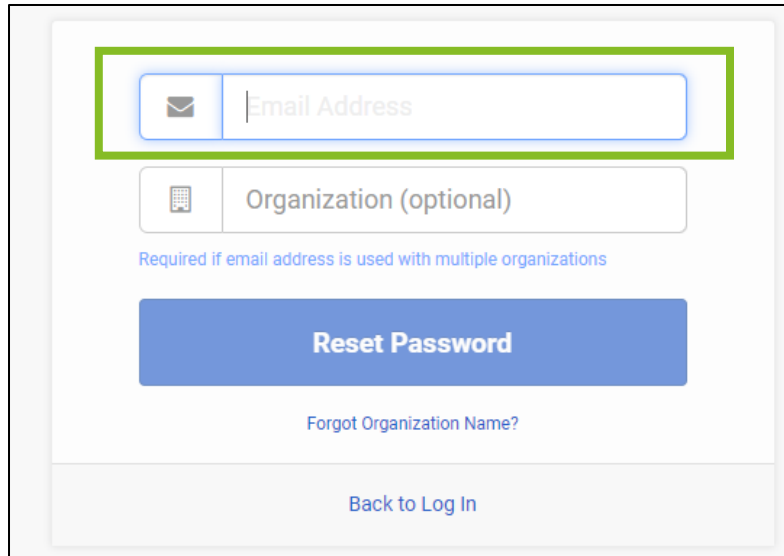
Forgot Your Password?

Conduent-K...

[Change Organization]

3. Enter the CHFS Staff's @ky.gov email address from the Forgotten Password Screen

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Email Address

Organization (optional)

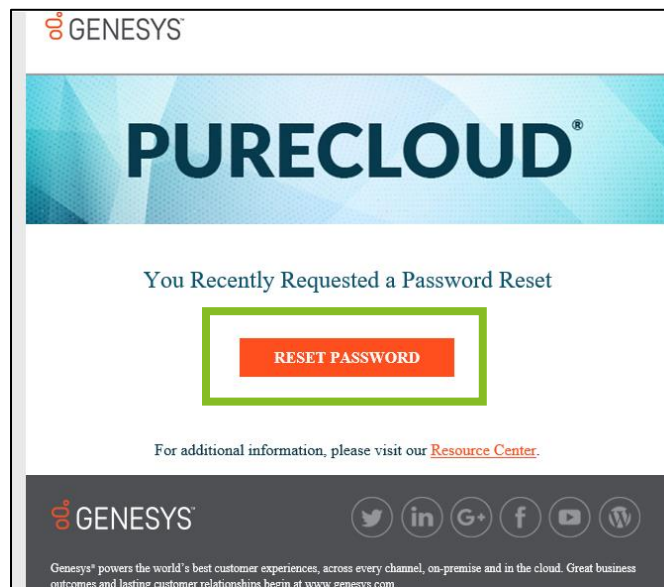
Required if email address is used with multiple organizations

Reset Password

[Forgot Organization Name?](#)

[Back to Log In](#)

4. Navigate to the CHFS Staff's state email and look for an email from no-reply@mypurecloud.com
5. Click **"Reset Password"** and follow the instructions to complete resetting the PureCloud Password.



Please Note: Contact the Conduent Helpdesk at KYHBE.Support@conduent.com or 855-637-6575